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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q139-Q144):

NEW QUESTION # 139

Case Study 2 - Lamna Healthcare

Background

Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

Each employee must use the system.

Case managers must be users in the system but must not be available for the scheduling

rotation or manually assigned.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

The system must support live chats, texting, and Twitter.

Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.

Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.

Managers must be able to monitor all communication as well as add or delete quick replies.

Customer satisfaction representatives must be able to read agent scripts and workflows.

A live chat must pop up each time someone fills out the form to register for an appointment. The

live chat must automatically be sent to the case representative who is best qualified to answer the question.

There are two type of queues: regular and escalated.

Tickets must be routed to the most qualified representative for the illness.

Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

Each division must have one manager for escalations.

Patients who request an escalation from the website must automatically be routed to a chatbot.

The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.

Only escalations must go to the chat bot.

You must create two types of Omnichannel queues: regular and escalated.

Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

Managers must be able to review weekly productivity reports for representatives by using

Omnichannel Insights dashboards.

Managers must be able to monitor patient moods during patients' conversations with

representatives.
Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.

Appointments must be scheduled by representatives in open time slots for nurses and doctors.

Nurses and doctors must be booked for 30-minute time slots.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

You must implement Customer Insights to keep track of how well representatives are managing customers' requests.

Analytics must be viewable only in the production environment.

You must ensure that only escalation managers can create workspaces and control access to workspaces

Case representatives must be rated on knowledge of their primary specialty and their backup specialty.

Case representatives must only be able to view workspaces.

Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

Drag and Drop Question

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

Roles	Answer Area
	Group of users
Omnichannel supervisor	Case managers
Omnichannel agent	Case representatives
Productivity tools user	Customer satisfaction representatives
Productivity tools administrator	

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Answer:

Explanation:

Roles

Productivity tools
administrator

Answer Area

Group of users

Case managers

Case representatives

Customer satisfaction
representatives

Role

Omnichannel
supervisor

Omnichannel
agent

Productivity tools
user

NEW QUESTION # 140

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search. You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

- * Elevator
- * Motor
- * Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
Search type	▼ Relevance Full text Category
Search syntax	▼ Elevator+Motor+Sizing Elevator Motor Sizing Elevator*Motor*Sizing -Elevator -Motor -Sizing

Answer:

Explanation:

Scenario	Action
Search type	▼ Relevance Full text Category
Search syntax	▼ Elevator+Motor+Sizing Elevator Motor Sizing Elevator*Motor*Sizing -Elevator -Motor -Sizing

Explanation:

Scenario	Action
Search type	▼ Relevance Full text Category
Search syntax	▼ Elevator+Motor+Sizing Elevator Motor Sizing Elevator*Motor*Sizing -Elevator -Motor -Sizing

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION # 141

Hotspot Question

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

- Show the number of open cases assigned to you for each customer.
- Ensure that specific team members can view the chart and view any changes as you update the chart.

Which options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Show the total number of open cases.	▼ CountAll Sum Max Min
Allow team members to see the chart you created.	▼ Have the system administrator sign in and share the chart with users. Share the personal chart and add the users giving each one read permissions. Assign the chart to the system administrator and have him save this to a system chart.

Answer:

Explanation:

Answer Area

Requirement

Show the total number of open cases.

Option

CountAll

Sum

Max

Min

Allow team members to see the chart you created.

Have the system administrator sign in and share the chart with users.

Share the personal chart and add the users giving each one read permissions.

Assign the chart to the system administrator and have him save this to a system chart.



NEW QUESTION # 142

You need to set the schedule to meet requirements for appointments.

How should you configure the settings? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Preference

Setting

Interval

	▼
30 minutes	
1 hour	
90 minutes	
15 hours	

Start time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

End time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

Results per interval

	▼
3	
8	
12	
Auto-schedule	



Microsoft

Answer:

Explanation:

Answer Area

Preference

Setting

Interval

▼

30 minutes

1 hour

90 minutes

15 hours

Start time

▼

8:00 A.M.

8:30 A.M.

12:00 A.M.

12:30 A.M.

End time

▼

8:00 A.M.

8:30 A.M.

12:00 A.M.

12:30 A.M.

Results per interval

▼

3

8

12

Auto-schedule

Explanation:

Box 1: 30 minutes

Nurses and doctors must be booked for 30-minute time slots.

Box 2: 8: A.M.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Box 3: 12.00 A.M.

Box 4: 3

Patients must be offered at least three alternative times to schedule an appointment.

NEW QUESTION # 143

You are configuring a single business process flow in Dynamics 365 for Customer Service.

You need to design the business process flow.
What should you do?

- A. Use 40 steps per stage.
- B. Span the process across 10 unique entities.
- C. Combine multiple conditions in a rule by using both the AND and OR operators.
- **D. Merge peer branches to a single stage when merging branches.**

Answer: D

Explanation:

Section: Topic 1, Perform Configuration

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance-business-process-flows-branching>

NEW QUESTION # 144

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